

UI OPERATIONAL PERFORMANCE

Quarter Ending June 30, 1999

Prepared by The Division of Performance Review

November 1999

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Introduction

- ▶ This is the eighth in a series of quarterly reports designed to give a broad overview of UI operational performance and its basic context. Where available, data shown are for the quarter, or for the 12-month period, ending June 30, 1999.
- ▶ This issue's *Special Focus* section explores the reasons behind the declining speed with which States have been making first payments on intrastate claims. First payment timeliness, measured by the share of all U.S. first payments made within 14 days of the first compensable week in waiting-week States and 21 days in non-waiting-week States, has declined steadily since FY 1995.
- ▶ Users are encouraged to offer comments to the Division of Performance Review on the content, format and displays of the report. Please send comments to Burman Skrable on 219-5223 ext. 140.

Macro Scene

- *For the quarter*, economic conditions remained strong as unemployment stayed at generations-low rates. Due to seasonal conditions, total unemployment, insured unemployment and initial claims declined from their seasonal highs in the previous quarter. Tax collections, on the other hand, jumped to \$9 billion from \$2.5 billion from the low first calendar quarter.
- *For the year*, comparing 1-year values with 3-year averages shows the stronger labor market conditions. Average benefit duration is down from 14.5 weeks to 14.1 weeks and exhaustions to 31.2% from 32.9%. State ranges for both continue high: duration from under 9 weeks to 20 weeks, and exhaustions from 3.8% to 52%. The data also show that aggregate benefit payments have risen slightly relative to their 3-year averages (\$19.5 billion vs. \$19.0) but States are not taking advantage of the prosperous conditions to build up their trust funds substantially, as total contributions for the 12 months ending 6/30/99 at \$19.1 billion were slightly below their 3-year average of \$20.1 billion.

UI System Performance

GPRA Performance

- From March to June, the reciprocity rate and wage replacement rate declined while the percentage of UI claimants registered with ES returned to 62% from its previous quarter's dip to 54%. Report-filing timeliness fell by 6 percentage points; intrastate first-payment timeliness edged down. Interstate timeliness, the exhaustion rate and lower-authority appeals timeliness improved.

Tier I Performance

- Overall, quarterly Tier I aggregate performance rose compared with the preceding quarter. For 11 of the 15 major measures, national averages rose. The number of States meeting criteria rose for ten measures, and declined for five.
 - * Areas where greatest number of States achieve criteria: first payments within 35-days; Lower Authority appeals timeliness (45, 90 days).
 - * Weakest areas: Nonmon timeliness and quality; 14/21 day first payments; timeliness of trust fund transfer.

• **March-June Movement at a Glance**

	<u>Aggregate Performance</u>	<u>No. States Passing</u>
First Payment Timeliness (combined)		
• 14/21 Days		
• 35 Days	↘	↘
Nonmonetary Determinations		
• Separation Timeliness		
• NonSep Timeliness	↘	↘
• Quality		
Lower Authority Appeals		
• Timeliness, 30 days		
• Timeliness, 45 Days		
• Timeliness, 75 Days		
• Quality		↘
Higher Authority Appeals		
• Timeliness, 45 days		
• Timeliness, 75 Days		
• Timeliness, 120 Days	↘	↘
New Status Determination		
• Timeliness, 90 Days		↘
• Timeliness, 180 Days		
Transfer from Clearing Account		

- *1st Payment Timeliness*-- First payment timeliness fell for both the new combined measure and the old intrastate measure. However, the number of States failing to meet the future combined inter-intra 14/21 day criterion of 90% was more than three times the number failing to meet the Secretary's Standard for intrastate. Of the twenty States failing the combined measure, twelve fell between 87% and 90%. This suggests that some States are having difficulty bringing intrastate timeliness up to the proposed standard of 90% from the existing standard of 87%. Aggregate performance against the combined 35-day criterion declined marginally, as did the number of States attaining it.
- *Nonmonetary Determinations*-- Timeliness for seps improved but declined for nonseps. Quality scores improved. The improvement in sep timeliness—from 70.5% to 72.9%—exactly reversed last quarter's drop. Over half the States continue to fail both timeliness measures but for the June quarter, more SESAs passed than failed quality.
- *Lower Authority Appeals*--All aggregate timeliness measures improved noticeably. Aggregate quality scores rose slightly, although the number of States meeting the new criterion fell by one. The number of States making all timeliness criteria rose along with the improvement in aggregate performance.
- *Higher Authority Appeals*--Aggregate performance at the 45-day, and 75-day levels rose but fell marginally at the 150-day level. The rise at the 45-day and 75-day intervals was noticeable, reversing the previous quarter's decline. Despite the small decline in aggregate performance, the number of States missing the 150-day criterion rose from 5 to 8.
- *Status Determinations Timeliness*--Aggregate performance at both 90 days and 180 days improved by about 4 percentage points over the previous quarter. Despite that, the number of States missing the 90-day criterion rose from 2 to 5, while those missing the 180-day criterion dropped from 9 to 4.
- *Transfer Timeliness* -- Quarterly timeliness improved by the old measure but fell by the new measure. However, the number of States missing the criterion declined for both measures—for the old from 22 to 18 and the new measure from 19 to 8.

Other Important Measures

- The other indicators had a mixed pattern from December to March.
 - * % of *Continued Claims* paid within 21 days were absolutely flat for both average and distribution
 - * *BAM overpayment rate* edged up to 9.6%
 - * *Workforce development measures* were generally higher. Higher percentages of UI claimants received referrals to the ES and were in training, a much higher percentage of

those profiled were put into the services pool. The percentage of initial claimants who were profiled fell from 38% to 28%.

* *BPC recovery rates* fell (Fraud to 56% from 68%, Nonfraud to 60% from 62.%)

Special Focus:

Time Lapse of Intrastate First Payments FY 1995-1999

How quickly the UI system makes a First Payment is perhaps the most-watched indicator of UI performance. Secretary's Standards exist for minimum percentages of first payments for full weeks of unemployment made within 14/21 days and 35 days, and measures of 1st payment timeliness are Tier I UI PERFORMS measures and in the ETA Strategic Plan and Annual Performance plans. As Table 1 shows, intrastate time lapse has drifted steadily downward during the last five fiscal years while timeliness of interstate payments has been higher the last two years than the first three. Between 1995 and 1999, the share of intrastate 1st payments made within 14 days of the first compensable week in waiting week States and 21 days in non-waiting week States declined by over 3 percentage points, 92.8% to 89.6%, and the number of States missing the Secretary's criterion of 87% rose from 4 to 7.

Table 1

Percentages of U.S. First Payments Made within 14/21 Days, and States Missing Criteria for Secretary's Standards, FY 1995 - FY 1999

	<u>Intrastate Payments</u>		<u>Interstate Payments</u>	
	<u>U.S. Average</u>	<u>States Missed</u>	<u>U.S. Average</u>	<u>States Missed</u>
FY 1995	92.8%	4	76.6%	4
FY 1996	92.2%	4	75.9%	5
FY 1997	90.8%	6	76.4%	8
FY 1998	90.4%	8	78.9%	3
FY 1999	89.6%	7	78.2%	6

This study explores reasons for the decline in timeliness of *intrastate payments made for full weeks of unemployment*—the current Secretary's Standard measure. They account for about 19 of 20 first payments and will dominate the combined timeliness measure (which will combine interstate and intrastate benefits, State and UCFE/X, and include partial weeks), with a single criterion, which will go into effect with the publication of the new UI PERFORMS regulation, probably in 2001. The analysis focuses on changes between FY 1995 and FY 1999 in 14/21 day time lapse.

Breaking Down the Changes in Untimely First Payments

Table 2 gives basic analysis for the nation as a whole. Between 1995 and 1999, the number of first payments made in more than 14/21 days rose by 155,000, although first payments declined by over 800,000. If payments had been unchanged, the number of untimely first payments would

have risen by 214,000.

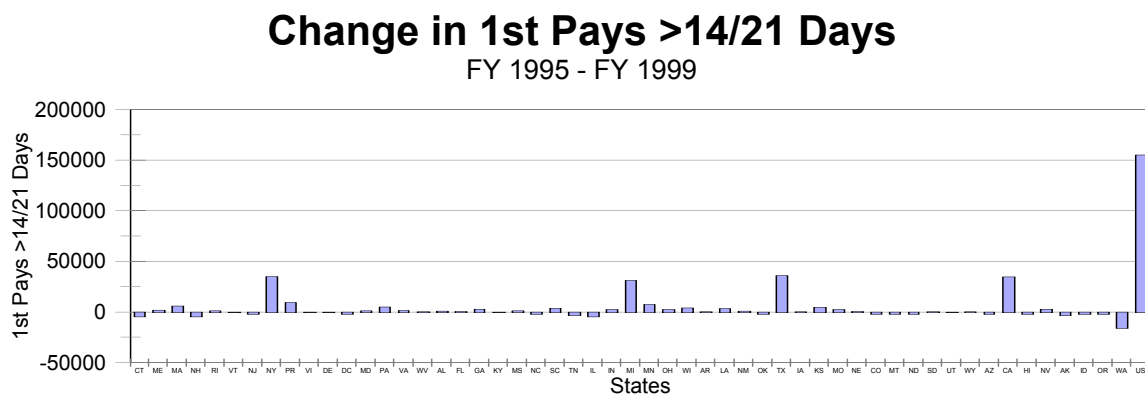
Table 2
Changes in First Payments and Untimely Payment Rates, FY 1995-1999

	1 st Pays	%>14/21 Days	# >14/21 days	Changes Due to	
				1 st Pay Growth	Rate Chg
1995	7,783	7.2%	564	NA	NA
1999	6,968	10.4%	719	NA	NA
1995-99	- 816	+ 3.2%	155	-59	214

An examination of the individual State changes in the number of untimely first payments and their payment rates reveals two important facts, illustrated in Chart 1, which shows the State-by-State distribution of the 155,000 untimely first payments. First, the phenomenon of rising rates was very broad-based: payment timeliness rates fell in 36 of the 53 SESAs. Second, seven States accounted for all of the increase in untimely payments. Together, untimely payments in New York, Puerto Rico, Pennsylvania, Michigan, Minnesota, Texas and California increased by 158,000. Of the rest of the country, only Washington had a substantial decline in the number of untimely payments. Because of their quantitative importance, this analysis will concentrate on the Major Seven.

Chart 1

Why did Timeliness Decline?



Four major changes occurred in the system over the past five years: unemployment declined; States increased the share of initial claims filed by telephone; the distribution of unemployment shifted; and UI administrative funding declined. These are explored in order below.

1. The Decline in Overall Unemployment. The total unemployment rate (TUR) declined in each year, from 5.6 % in FY 1995 to 4.3% in FY 1999. Generally, as the labor market tightens, the percentage of clean, lack-of-work claims declines, and front-line staff see increasing percentages

of claims with monetary and separation issues. Separation adjudications require much longer time to process than clean claims. Thus, as unemployment rates fall, we would expect to see a rising ratio of nonmonetary determinations, specifically approved or affirmed nonmonetary determinations (which lead to a first payment), to first payments. More specifically, we should see affirmed nonmons completed in untimely fashion rising together with untimely first payments.

Table 3 shows the data for the seven key States and the U.S. on untimely first payments and affirmed nonmonetary determinations. (Unfortunately, nonmon timeliness data is only available for FY 1997 and 1998.) The data indicate that for the U.S. as a whole, and in all Major Seven States, untimely first payments rose faster than affirmed nonmons. Thus, this source does not seem to have driven the slowdown in payment timeliness. Growth in nonmonetary determinations seems most likely to have affected time lapse in Puerto Rico, Pennsylvania, and California. It could not have had an effect in New York and Minnesota, because the two series moved in opposite directions. Although its implications for FY 1995 are not known, it may be worth noting that from 1997 to 1998 the percentage of separation nonmons taking longer than 21 days to adjudicate rose in six of the seven States (all but Michigan).

Table 3 Untimely 1 st Payments and Affirmed Nonmons on Initial Separation Issues, FY 1995 and 1999									
State	FY 1995			FY 1999			Change 1995-1999		
	1 st Pays >14/21 days	Affirmed Nonmons on Initial Seps	Ratio	1 st Pays >14/21 days	Affirmed Nonmons on Initial Seps	Ratio	1 st Pays >14/21 days	Affirmed Nonmons on Initial Seps	Ratio
NY	54464	51506	.95	89542	33692	.376	34988	-17814	-.509
PR	12508	11954	.96	21944	16842	.767	9436	4888	.518
PA	27208	33042	1.21	32139	36185	1.126	4932	3143	.637
MI	18303	34697	1.90	49333	35664	.723	31030	971	.311
MN	2940	10577	3.60	10553	8400	.796	7613	-2177	-.286
TX	21936	80763	3.68	57736	88496	1.533	35800	7733	.216
CA	101864	161888	1.59	136293	186692	1.370	34429	24804	.720
US	564430	868211	1.54	719456	958621	1.332	155026	90410	.583

2. Rise in Telephone Initial Claims. We do not have at hand any studies of whether or not it takes more or less times to complete initial claims filed by telephone. What is clear is that BAM data show that nationally the percentage of initial claims filed by telephone rose from 2.8 in 1995 to 25.6 in 1999. Table 4 shows the effects for the various key States and the national total. Telephone Initial claims increased enormously in New York, Pennsylvania, Texas and

California, by large enough amounts to account easily for the fall in timeliness. On the other hand, they are unlikely to explain growth in untimely payments in Puerto Rico, Michigan, and Minnesota.

Table 4 Untimely 1 st Payments and Initial Claims by Telephone, FY 1995 and 1999									
	FY 1995			FY 1999			Change 1995-1999		
State	1 st Pays >14/21 days	Initial Claims by Telephone	Ratio	1 st Pays >14/21 days	Initial Claims by Telephone	Ratio	1 st Pays >14/21 days	Initial Claims by Telephone	Ratio
NY	54464	579	.011	89542	58207	.650	34988	57628	1.647
PR	12508	375	.030	21944	226	.010	9436	-149	- .016
PA	27208	461	.017	32139	7323	.228	4932	6862	1.391
MI	18303	359	.020	49333	2302	.047	31030	1943	.063
MN	2940	4636	1.484	10553	1270	.120	7613	-3366	- .442
TX	21936	8923	.407	57736	177253	3.070	35800	168330	4.702
CA	101864	21828	.214	136293	1039233	7.625	34429	1017405	29.551
US	564430	217933	.386	719456	1783920	2.480	155026	1565988	10.101

3. Shift in the Distribution of Unemployment. Timeliness of first payments has always varied from one State to another. A shift from traditionally fast-paying States to slower-paying States would depress the national average. This was tested by applying the 1999 timely payment rates to the distribution of first payments in 1995. Changes in distribution do not seem to have affected the changes from 1995 to 1999: the national average using 1995 weights is 0.895--virtually identical to the actual FY1999 rate of 0.896.

4. Administrative Funding. Administrative funding has declined in real terms since 1995. For the US as a whole, administrative allocations increased in current dollars by 1.5% but declined in constant dollars by 7.2% (Table 5). Depending on how States absorbed or responded to them, funding reductions could have affected time lapse. Impacts in the Seven States varied considerably--from no decline in constant dollar terms in Minnesota to declines of 16.7% in California and 19.8% in New York. Because claims loads dropped also, however, funding per initial claim rose slightly for the US as a whole and also in New York, Michigan, Minnesota, and California. Texas sustained the greatest decline in real terms, 13%. It is difficult to generalize from a measure such as dollars per claim, however, because it is impossible to know how States allocate resources among front-line staff, overhead staff, and overhead costs and functions such as computer services, although one would expect that they would attempt to maintain

performance in a high-visibility, customer-sensitive area such as 1st pay timeliness.

<p style="text-align: center;">Table 5 UI Administrative Funding, FY 1995 and 1999</p>								
	Administrative Funds (000)					Admin \$ per Initial Claim		
State	FY95	FY99 (in current \$)	% change FY95-99	FY99 (in constant 1995 \$)	% change FY95-99	FY95	FY99 (in constant 1995 \$)	% change FY95-99
NY	\$176,764	\$155,062	-12.3	\$141,868	-19.8	\$249	\$267	7.2
PR	\$16,925	\$16,461	-2.3	\$15,060	-11.0	\$117	\$107	-8.9
PA	\$124,376	\$120,184	-3.4	\$109,958	-11.6	\$224	\$219	-2.2
MI	\$90,931	\$97,526	7.3	\$89,228	-1.9	\$187	\$202	8.0
MN	\$34,755	\$38,009	9.4	\$34,775	--	\$283	\$324	14.5
TX	\$103,973	\$104,722	0.7	\$95,812	-7.9	\$193	\$167	-13.5
CA	\$381,932	\$347,594	-9.0	\$318,018	-16.7	\$191	\$199	4.2
US	\$2,215,010	\$2,248,095	1.5	\$2,056,812	-7.2	\$205	\$215	4.9

Conclusions

- The steady decline in 1st payment timeliness occurred during a period of improving economic conditions and tightening labor markets. Although nearly 2/3 of the SESAs (36/53) experienced declines over the 1995-1999 period, seven SESAs accounted for all the increase in untimely first payments.
- It would seem that the primary mechanism by which falling unemployment causes untimely first payments is through claims with separation issues. It is not clear how important this was in the 1995-99 period, however. Nationally, and in all the Major Seven SESAs, the ratio of affirming separation adjudications to untimely payments fell between 1995 and 1999 as untimely payments increased faster than adjudications on separation issues on new initial claims. If this mechanism was important, it was only in California, Pennsylvania, and Puerto Rico.
- Telephone initials increased much faster than untimely payments nationwide and in four of the seven major States. Phone claims taking is a possible explanation of the decline in first-pay timeliness in New York, Pennsylvania, Texas and California.
- A change in the distribution of unemployment, from fast-paying to slow-paying States,

was not a factor in 1995-1999.

- The whole UI system experienced a 7% reduction in real (constant dollar) administrative funding between FY 1995 and FY 1999. The decline was most severe in New York (nearly 20%) and California (17%). Because allocations are workload-driven, however, only three States experienced declines in real dollars per initial claim: Puerto Rico (-9%), Texas (-14%) and Pennsylvania (-2%) .
- Overall, the decline in administrative funding seems most likely to explain the decline in timeliness, although the mechanism is not clear. (Phone claims increased considerably for the nation, but nearly 80% occurred in CA, TX, and NY.) UI operations are becoming increasingly heavily overhead-driven, and real funding cuts probably filter down quickly to the front line. By State of the Major Seven, the specific causes are most likely to be:
 - * New York: Telephone claims, funding
 - * Puerto Rico: Nonmonetary determinations, funding
 - * Pennsylvania: Nonmonetary determinations, telephone claims, funding
 - * Michigan: ?
 - * Minnesota: ?
 - * Texas: Nonmonetary determinations, telephone claims, funding
 - * California: Nonmonetary determinations, telephone claims
- Regional comment on this analysis and information qualifying or supplementing it so that the downward drift in timeliness can be reversed would be greatly appreciated.

UI QUARTERLY MANAGEMENT REPORT

CHART I

Report Period: April 1, 1999 to June 30, 1999

Rundate: 12-Oct-1999

		NATIONAL AGGREGATE				STATE PERFORMANCE					
		3-Yr	1-Yr	Prev Qtr	Curr Qtr	1-Yr		Previous Quarter		Current Quarter	
						High	Low	High	Low	High	Low
MACRO INDICATORS											
1	Net UI Contributions (3-yr. is annual avg.)	20.1 B	19.1 B	2.5 B	9.0 B	2.7 B	4.4 M	0.4 B	0.8 M	1.3 B	1.3 M
2	Net UI Benefits (3-yr. is annual avg.)	19.0 B	19.5 B	6.1 B	4.7 B	2.5 B	3.3 M	0.7 B	0.6 M	0.6 B	0.8 M
3	TUR (unadjusted)	4.7%	4.4%	4.7%	4.2%	12.5%	2.4%	12.7%	2.8%	11.2%	2.3%
4	IUR (unadjusted)	1.7%	1.6%	2.0%	1.5%	4.2%	0.6%	5.7%	0.7%	4.5%	0.5%
5	Total Unemployment Level (weekly, unadjusted)	6.5 M	6.1 M	6.4 M	5.8 M	0.9 M	9,905	1.0 M	10,792	0.9 M	9,141
6	Insured Unemployment Level (weekly, unadjusted)	2.3 M	2.3 M	2.7 M	2.1M	0.4 M	2,415	0.4 M	3,816	0.4 M	1,941
7	Number of First Payments (3-yr. is annual avg.)	7.3 M	7.3 M	2.4 M	1.4 M	1.1 M	1,877	0.3 M	372	0.2 M	386
8	Number of Initial Claims (3-yr. is annual avg.)	16.8 M	16.3 M	4.5 M	3.5 M	2.7 M	2,665	0.7 M	601	0.6 M	646
9	Average Duration of Benefits (weeks)	14.5	14.1	^	^	19.7	8.7	^	^	^	^
10	Exhaustion Rate	32.9%	31.2%	^	^	52.2%	3.8%	^	^	^	^
GPRA PERFORMANCE											
11	UI Reciprocity Rate	36.1%	37.4%	42.6%	36.9%	69.9%	20.5%	76.7%	21.0%	73.9%	20.1%
12	Wage Replacement Ratio (BAM)	46.1%	46.3%	46.8%	45.8%	56.5%	31.9%	58.3%	31.3%	58.4%	31.1%
13	% UI Claimants Registered with ES (BAM)	61.4%	60.4%	54.2%	62.3%	100.0%	4.7%	100.0%	1.1%	100.0%	17.5%
OTHER IMPORTANT MEASURES OF PERFORMANCE											
14	% of Contributory Employers Filing Reports Timely	87.9%	86.0%	89.0%	82.9%	98.7%	44.1%	99.6%	59.9%	97.4%	67.0%
15	Cont. Claims Payment Timeliness, Intra, 21 days	*	93.4%	93.6%	93.6%	99.5%	78.3%	99.5%	79.7%	99.5%	79.7%
16	BAM Overpayment Rate	8.57%	8.80%	8.33%	9.64%	25.21%	2.14%	27.60%	1.30%	24.94%	2.15%
17	Fraud Overpayment Recovery Rate	53.8%	52.4%	67.7%	55.7%	116.5%	18.2%	765.9%	-193.9%	207.9%	19.2%
18	Nonfraud Overpayment Recovery Rate	55.2%	56.9%	62.2%	59.6%	600.5%	20.1%	990.6%	25.7%	523.8%	27.1%
19	% of Amounts Due that were Paid Timely	92.6%	92.2%	^	^	100.0%	1.7%	^	^	^	^
20	% of Accounts Receivable at end of report period	2.5%	2.4%	^	^	14.2%	0.4%	^	^	^	^
21	% of Change in total wages resulting from audit	4.7%	5.0%	6.6%	3.4%	9.1%	0.5%	16.7%	0.2%	11.9%	0.5%
22	% of Contributory employers who are audited	1.9%	1.8%	^	^	3.9%	0.1%	^	^	^	^
23	% of Total wages audited (annualized)	1.7%	1.6%	^	^	4.1%	0.2%	^	^	^	^
UI and the WORKFORCE DEVELOPMENT SYSTEM											
24	% of UI claimants receiving referrals from ES (BAM)	16.9%	16.0%	13.5%	16.0%	43.7%	0.6%	43.6%	0.8%	51.6%	0.8%
25	% of UI claimants in Training (BAM)	4.9%	5.0%	4.6%	4.7%	9.0%	1.4%	12.5%	0.9%	12.6%	0.8%
26	Claimants profiled as % of ICs	41.4%	42.7%	48.5%	39.2%	102.4%	5.7%	101.4%	7.7%	101.3%	11.1%
27	Claimants pooled as % of those profiled	31.5%	31.7%	27.5%	38.0%	100.0%	1.2%	97.8%	1.3%	98.2%	1.2%
28	Claimants referred to services as % of pooled	35.6%	36.0%	35.1%	38.5%	111.8%	5.4%	104.3%	5.2%	126.9%	2.2%

* Data not available

^ Measure is calculated on a yearly basis only

QUARTERLY MANAGEMENT REPORT												
CHART II												
Report Period: April 1, 1999 to June 30, 1999												
										Rundate:	13-Oct-1999	
TIER 1 MEASURES		CRITERION	NATIONAL AGGREGATE				STATE PERFORMANCE					
			3-Yr	1-Yr	Prev Qtr	Curr Qtr	Previous Quarter			Current Quarter		
High	Low	Fail					High	Low	Fail			
FIRST PAYMENT TIMELINESS												
29	1st Pays in 14/21 Days (combined)	90%	89.6%	89.0%	89.2%	88.9%	98.2%	79.4%	21	97.4%	74.5%	20
30	1st Pays in 14/21 Days (intrastate)	87%	90.5%	89.7%	90.1%	89.5%	98.7%	80.2%	10	97.5%	74.7%	6
31	1st Pays in 14/21 Days (interstate)	70%	77.6%	78.3%	77.8%	79.8%	94.0%	20.0%	11	96.8%	37.5%	9
32	1st Pays in 35 Days (combined)	95%	97.1%	97.0%	97.4%	96.7%	99.8%	92.2%	2	99.5%	91.8%	3
33	1st Pays in 35 Days (intrastate)	93%	97.3%	97.2%	97.6%	96.9%	99.8%	92.1%	1	99.6%	91.9%	1
34	1st Pays in 35 Days (interstate)	78%	92.7%	92.6%	93.0%	93.1%	98.5%	60.0%	2	98.7%	57.4%	2
NONMONETARY DETERMINATIONS												
35	Separation Determinations within 21 Days	80%	*	72.1%	70.5%	72.9%	98.2%	37.5%	35	98.7%	36.7%	29
36	Nonseparation Determinations within 14 Days	80%	*	67.2%	67.3%	67.0%	93.8%	36.1%	36	95.4%	36.4%	39
37	Nonmon Determ scoring > 80 pts	75%	*	70.0%	68.9%	71.4%	93.2%	30.7%	29	94.1%	26.7%	25
LOWER AUTHORITY APPEALS												
38	LAA decisions within 30 days	60%	69.0%	71.1%	70.3%	76.3%	99.8%	30.3%	8	100.0%	41.0%	4
39	LAA decisions within 45 days	80%	86.0%	87.3%	86.5%	90.8%	100.0%	53.9%	5	100.0%	71.6%	1
40	LAA decisions within 90 days	95%	*	96.2%	95.8%	97.6%	100.0%	82.2%	6	100.0%	93.5%	2
41	LA benefit appeals with combined scores > 85%	80%	*	92.0%	92.7%	93.3%	100.0%	70.0%	4	100.0%	70.0%	5
HIGHER AUTHORITY APPEALS												
42	HAA decisions within 45 days	50%	60.2%	64.0%	62.0%	68.6%	100.0%	23.7%	8	97.8%	27.5%	4
44	HAA decisions within 75 days	80%	84.1%	86.0%	84.9%	91.2%	100.0%	50.6%	8	100.0%	69.3%	4
45	HAA decisions within 150 days	95%	*	96.8%	97.5%	97.1%	100.0%	64.9%	5	100.0%	78.7%	8
NEW STATUS DETERMINATIONS												
46	New status determinations made within 90 days	60%	78.5%	78.7%	76.2%	81.0%	99.4%	12.8%	2	97.2%	19.7%	5
47	New status determinations made within 180 days	80%	89.7%	89.4%	86.9%	89.4%	99.8%	23.8%	9	99.3%	28.3%	4
TIMELINESS OF TRANSFERS FROM CA TO TF												
48	# Days of transfer from clearing account to trust fund	<= 2 days	2.1	2.3	2.6	2.3	20.7	0.0	22	20.4	0.0	18
49	Annual ratio	<=1.75	1.81	1.98	1.91	2.41	32.84	-0.45	19	24.76	-0.70	8
* Data not available												
^ Measure is calculated on a yearly basis only												

UI QUARTERLY MANAGEMENT REPORT

REGION I

Report Period: July 1, 1998 to June 30, 1999

Rundate: 13-Oct-1999

TIER I AND GPRA MEASURES	CRITERION	CT		ME		MA		NH		RI		VT	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness													
1st Pays in 14/21 days (combined)	90%	93.8%	93.7%	85.1%	83.6%	88.2%	88.2%	88.2%	88.1%	87.0%	87.4%	93.5%	92.5%
1st Pays in 14/21 days - intrastate	87%	95.3%	95.2%	87.9%	87.5%	89.1%	89.4%	90.2%	89.8%	87.6%	88.1%	93.9%	92.9%
1st Pays in 14/21 days - interstate	70%	75.8%	75.0%	51.6%	53.6%	79.8%	79.9%	70.5%	68.9%	79.1%	78.2%	77.9%	77.6%
1st Pays in 35 days (combined)	95%	97.0%	97.1%	96.2%	97.4%	95.3%	96.5%	96.8%	96.2%	95.9%	96.6%	98.3%	98.3%
1st Pays in 35 days - intrastate	93%	97.7%	97.8%	96.2%	97.7%	95.6%	96.7%	97.4%	96.8%	96.0%	96.7%	98.4%	98.4%
1st Pays in 35 days - interstate	78%	85.8%	87.5%	92.8%	90.3%	92.0%	93.3%	93.7%	90.6%	91.9%	93.9%	92.5%	95.3%
Nonmonetary Determinations													
Separation Determinations within 21 days	80%	91.6%	91.1%	74.8%	55.4%	56.5%	57.4%	55.8%	58.3%	86.3%	80.4%	68.1%	61.8%
Nonseparation Determinations within 14 days	80%	72.7%	72.4%	64.9%	67.3%	45.0%	48.8%	44.9%	46.3%	76.7%	70.4%	83.4%	79.2%
Nonmonetary Determinations scoring > 80 pts	75%	70.2%	74.4%	81.1%	69.2%	81.2%	81.7%	64.0%	63.1%	88.7%	91.2%	85.5%	81.5%
Lower Authority Appeals													
LA decisions within 30 days	60%	77.6%	73.0%	56.9%	72.0%	85.0%	82.7%	50.5%	67.4%	97.1%	80.4%	64.3%	65.4%
LA decisions within 45 days	80%	91.3%	88.4%	83.4%	89.5%	96.0%	94.9%	80.3%	87.7%	99.2%	94.6%	91.0%	88.9%
LA decisions within 90 days	95%	97.1%	96.0%	96.6%	98.5%	99.6%	99.3%	97.8%	98.4%	100.0%	99.6%	100.0%	98.1%
LA benefit appeals with combined scores > 85%	80%	70.0%	81.6%	100.0%	100.0%	90.0%	97.5%	100.0%	94.8%	95.0%	96.3%	100.0%	100.0%
Higher Authority Appeals													
HA decisions within 45 days	50%	83.7%	78.4%	63.0%	53.6%	82.7%	87.3%	75.0%	74.4%	67.3%	73.9%	61.7%	70.1%
HA decisions within 75 days	80%	95.5%	93.5%	97.9%	96.1%	87.1%	90.8%	95.5%	88.1%	86.6%	92.5%	93.6%	91.0%
HA decisions within 150 days	95%	98.6%	96.6%	100.0%	99.5%	96.2%	97.1%	100.0%	99.6%	91.1%	97.7%	100.0%	99.5%
Tax/Cash Management													
New status determinations made within 90 days	60%	85.4%	86.0%	82.3%	80.1%	76.6%	74.6%	85.9%	88.1%	96.3%	95.4%	58.6%	70.7%
New status determinations made within 180 days	80%	91.2%	92.1%	89.2%	89.5%	88.1%	88.0%	93.1%	93.6%	98.0%	97.6%	79.4%	85.8%
Days' worth of deposits in Clearing Account	<= 2 days	2.3	2.0	1.4	1.8	1.6	1.4	2.2	3.5	0.2	0.3	1.4	1.4
Annual Ratio	<= 1.75	1.33	1.44	1.18	1.86	0.03	0.06	2.12	4.17	0.22	0.35	0.23	0.29
GPRA Performance													
UI Reciprocity Rate	NA	52.2%	57.0%	36.4%	40.6%	66.7%	67.1%	21.9%	20.9%	73.9%	63.2%	59.3%	53.4%
BAM Wage Replacement Ratio	NA	43.4%	44.6%	50.7%	52.0%	47.4%	47.5%	43.5%	41.5%	58.4%	56.5%	50.5%	49.2%
UI claimants registered with ES (BAM)	NA	41.9%	40.7%	73.3%	77.8%	53.4%	48.1%	88.3%	84.0%	83.6%	75.3%	93.2%	93.8%
^ Measure is calculated on a yearly basis only													
* Data not available													

UI QUARTERLY MANAGEMENT REPORT REGION II

Report Period: July 1, 1998 to June 30, 1999

Rundate: 13-Oct-1999

TIER I AND GPRA MEASURES	CRITERION	NJ		NY		PR		VI		
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	
First Payment Timeliness										
1st Pays in 14/21 days (combined)		90%	91.3%	90.9%	74.5%	81.2%	93.6%	76.8%	84.1%	83.5%
1st Pays in 14/21 days - intrastate		87%	92.9%	92.5%	74.7%	81.6%	97.2%	80.6%	85.3%	83.8%
1st Pays in 14/21 days - interstate		70%	71.5%	72.9%	65.9%	70.3%	44.4%	61.5%	37.5%	26.8%
1st Pays in 35 days (combined)		95%	97.4%	97.8%	91.8%	94.8%	97.5%	92.9%	94.5%	95.9%
1st Pays in 35 days - intrastate		93%	97.9%	98.2%	91.9%	94.9%	99.2%	96.4%	95.4%	96.2%
1st Pays in 35 days - interstate		78%	87.1%	90.0%	84.1%	87.4%	57.4%	72.4%	62.5%	73.2%
Nonmonetary Determinations										
Separation Determinations within 21 days		80%	82.9%	79.6%	45.3%	47.2%	74.3%	70.4%	80.3%	80.0%
Nonseparation Determinations within 14 days		80%	65.3%	64.0%	54.6%	54.5%	70.5%	61.4%	73.7%	77.3%
Nonmonetary Determinations scoring > 80 pts		75%	64.1%	60.2%	38.3%	46.5%	50.0%	45.7%	*	*
Lower Authority Appeals										
LA decisions within 30 days		60%	85.2%	75.0%	79.3%	76.6%	41.0%	53.8%	77.8%	63.2%
LA decisions within 45 days		80%	92.8%	85.6%	89.0%	86.6%	71.6%	75.4%	92.6%	91.5%
LA decisions within 90 days		95%	98.3%	96.0%	96.7%	95.6%	99.0%	98.1%	100.0%	98.1%
LA benefit appeals with combined scores > 85%		80%	85.0%	80.8%	95.0%	91.7%	90.0%	87.5%	*	*
Higher Authority Appeals										
HA decisons within 45 days		50%	51.7%	75.0%	54.8%	56.1%	72.2%	63.2%	**	**
HA decisons within 75 days		80%	86.4%	93.9%	85.4%	86.7%	92.4%	85.0%	**	**
HA decisons within 150 days		95%	99.1%	99.5%	95.3%	94.7%	98.6%	96.6%	**	**
Tax/Cash Management										
New status determinations made within 90 days		60%	*	55.9%	87.5%	88.3%	*	71.3%	*	*
New status determinations made within 180 days		80%	*	85.9%	93.9%	94.2%	*	85.7%	*	*
Days' worth of deposits in Clearing Account		<= 2 days	0.0	0.3	*	2.2	*	*	*	0.1
Annual Ratio		<= 1.75	0.06	0.02	*	*	*	*	*	*
GPRA Performance										
UI Reciprocity Rate		NA	46.1%	48.8%	36.3%	36.4%	34.1%	33.8%	*	*
BAM Wage Replacement Ratio		NA	53.5%	54.2%	45.4%	44.8%	44.6%	44.9%	*	*
UI claimants registered with ES (BAM)		NA	33.3%	33.8%	60.5%	58.1%	51.7%	50.8%	0.0%	0.0%
^ Measure is calculated on a yearly basis only										
* Data not available										
** State does not have higher authority appeals.										

UI QUARTERLY MANAGEMENT REPORT

REGION III

Report Period: July 1, 1998 to June 30, 1999

Rundate: 13-Oct-1999

TIER I AND GPRA MEASURES	CRITERION	DE		DC		MD		PA		VA		WV	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness													
1st Pays in 14/21 days (combined)	90%	91.7%	92.8%	87.2%	85.2%	92.4%	90.7%	91.4%	90.9%	93.4%	93.6%	89.8%	91.1%
1st Pays in 14/21 days - intrastate	87%	93.8%	94.6%	89.1%	87.5%	93.2%	91.7%	92.6%	92.4%	94.4%	94.8%	90.8%	92.4%
1st Pays in 14/21 days - interstate	70%	73.2%	73.8%	82.7%	81.9%	80.9%	76.0%	86.1%	84.5%	83.9%	82.9%	91.1%	85.5%
1st Pays in 35 days (combined)	95%	96.1%	96.9%	93.5%	92.5%	95.9%	95.3%	97.6%	97.9%	98.1%	98.6%	95.3%	97.5%
1st Pays in 35 days - intrastate	93%	96.9%	97.5%	93.6%	92.5%	96.2%	95.7%	97.6%	97.9%	98.4%	98.8%	94.9%	97.3%
1st Pays in 35 days - interstate	78%	88.9%	88.5%	92.9%	92.9%	90.3%	89.0%	94.4%	94.6%	94.4%	95.9%	98.7%	96.6%
Nonmonetary Determinations													
Separation Determinations within 21 days	80%	85.0%	78.8%	0.0%	0.0%	92.9%	90.2%	70.5%	70.5%	80.8%	80.9%	98.7%	98.3%
Nonseparation Determinations within 14 days	80%	60.8%	62.5%	0.0%	0.0%	88.6%	87.0%	43.7%	42.7%	92.5%	92.5%	95.4%	93.8%
Nonmonetary Determinations scoring > 80 pts	75%	74.3%	75.1%	*	*	86.5%	79.0%	73.7%	77.9%	74.2%	74.4%	87.8%	91.6%
Lower Authority Appeals													
LA decisions within 30 days	60%	78.6%	73.4%	72.3%	66.1%	87.0%	86.9%	82.1%	79.4%	81.9%	83.3%	82.8%	77.7%
LA decisions within 45 days	80%	97.9%	97.7%	89.8%	87.8%	96.2%	95.7%	94.4%	92.6%	95.4%	94.8%	95.6%	93.5%
LA decisions within 90 days	95%	99.7%	99.6%	97.4%	96.7%	99.8%	99.4%	99.4%	98.7%	99.5%	99.5%	99.1%	98.8%
LA benefit appeals with combined scores > 85%	80%	78.9%	87.3%	95.0%	91.3%	94.4%	94.7%	97.5%	97.5%	100.0%	98.8%	70.0%	67.5%
Higher Authority Appeals													
HA decisons within 45 days	50%	69.1%	63.0%	80.0%	81.8%	57.1%	51.9%	71.5%	70.9%	77.8%	63.0%	96.9%	93.3%
HA decisons within 75 days	80%	93.4%	89.9%	94.9%	95.3%	85.4%	84.4%	90.6%	90.3%	96.9%	94.8%	99.0%	99.2%
HA decisons within 150 days	95%	99.3%	98.8%	99.4%	99.3%	97.8%	95.1%	98.7%	98.6%	99.1%	96.8%	100.0%	99.9%
Tax/Cash Management													
New status determinations made within 90 days	60%	80.1%	80.6%	0.0%	73.8%	85.6%	84.6%	61.6%	57.8%	19.7%	41.4%	91.3%	88.8%
New status determinations made within 180 days	80%	86.7%	87.8%	0.0%	88.5%	91.0%	90.3%	70.6%	70.2%	28.3%	53.8%	94.1%	93.1%
Days' worth of deposits in Clearing Account	<= 2 days	1.3	2.2	2.3	4.1	1.3	1.3	0.1	0.1	2.6	3.8	1.7	1.9
Annual Ratio	<= 1.75	0.51	1.81	1.35	3.99	0.17	0.13	0.04	0.07	2.10	3.94	1.16	1.40
GPRA Performance													
UI Reciprocity Rate	NA	38.9%	42.4%	36.7%	34.6%	27.9%	28.7%	53.4%	54.1%	20.9%	23.9%	30.1%	31.9%
BAM Wage Replacement Ratio	NA	48.0%	48.6%	47.4%	48.4%	45.3%	47.2%	51.8%	52.3%	48.1%	46.5%	43.2%	43.3%
UI claimants registered with ES (BAM)	NA	58.0%	54.8%	73.0%	84.4%	48.3%	50.4%	33.3%	32.7%	84.3%	81.2%	62.2%	61.0%

^ Measure is calculated on a yearly basis only

* Data not available

UI QUARTERLY MANAGEMENT REPORT REGION IV

Report Period: July 1, 1998 to June 30, 1999

Rundate: 13-Oct-1999

TIER I AND GPRA MEASURES	CRIT.	AL		FL		GA		KY		MS		NC		SC		TN	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness																	
1st Pays in 14/21 days (combined)	90%	95.6%	96.0%	91.3%	88.8%	93.6%	90.8%	92.7%	92.9%	94.3%	93.6%	89.6%	89.1%	95.0%	93.2%	96.1%	95.8%
1st Pays in 14/21 days - intrastate	87%	95.5%	96.4%	92.0%	89.5%	94.2%	92.8%	93.6%	93.5%	94.5%	94.1%	90.6%	89.7%	95.2%	94.2%	96.5%	96.5%
1st Pays in 14/21 days - interstate	70%	91.7%	85.6%	85.0%	82.7%	85.5%	84.6%	74.0%	74.7%	80.1%	75.7%	79.3%	74.9%	90.7%	87.3%	78.2%	85.3%
1st Pays in 35 days (combined)	95%	98.4%	98.6%	96.8%	96.4%	96.3%	96.2%	97.5%	98.0%	97.6%	97.7%	96.4%	97.1%	98.7%	98.6%	98.0%	98.7%
1st Pays in 35 days - intrastate	93%	98.4%	98.8%	96.9%	96.5%	96.4%	96.7%	97.6%	98.0%	97.5%	97.6%	96.7%	97.0%	98.6%	98.5%	98.0%	98.6%
1st Pays in 35 days - interstate	78%	96.4%	91.8%	95.9%	94.2%	92.9%	92.7%	89.6%	90.5%	95.5%	93.9%	92.9%	90.7%	97.4%	96.2%	93.7%	96.0%
Nonmonetary Determinations																	
Separation Determinations within 21 days	80%	60.8%	68.0%	73.0%	70.2%	92.6%	86.3%	88.0%	82.3%	84.8%	81.4%	44.4%	39.3%	94.2%	93.9%	89.5%	92.4%
Nonseparation Determinations within 14 days	80%	69.3%	80.1%	49.4%	50.8%	71.8%	63.2%	79.9%	72.4%	73.4%	71.7%	56.6%	56.8%	84.2%	83.9%	76.5%	75.2%
Nonmonetary Determinations scoring > 80 pts	75%	76.1%	57.1%	50.5%	56.2%	83.2%	74.7%	84.5%	82.1%	86.3%	87.5%	46.1%	36.7%	93.3%	86.3%	67.6%	80.6%
Lower Authority Appeals																	
LA decisions within 30 days	60%	88.1%	86.6%	78.7%	71.0%	88.7%	84.6%	75.6%	73.9%	84.5%	82.6%	72.1%	72.9%	100.0%	99.9%	67.6%	69.1%
LA decisions within 45 days	80%	98.4%	98.0%	90.3%	88.9%	97.9%	96.0%	92.0%	90.1%	95.6%	94.6%	89.3%	89.8%	100.0%	100.0%	88.5%	89.8%
LA decisions within 90 days	95%	99.9%	99.9%	94.2%	94.1%	99.8%	99.7%	98.8%	98.5%	100.0%	100.0%	98.7%	98.7%	100.0%	100.0%	98.5%	98.7%
LA benefit appeals with combined scores > 85%	80%	*	98.7%	95.0%	90.9%	95.0%	97.5%	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%	100.0%	94.4%	85.0%	81.3%
Higher Authority Appeals																	
HA decisions within 45 days	50%	76.6%	74.6%	56.0%	52.9%	97.8%	77.5%	72.2%	76.3%	96.8%	95.4%	68.8%	83.3%	59.1%	59.5%	91.6%	86.9%
HA decisions within 75 days	80%	91.0%	86.7%	95.3%	89.9%	99.9%	99.3%	97.3%	96.9%	99.3%	99.3%	89.8%	95.2%	69.3%	72.0%	97.0%	93.7%
HA decisions within 150 days	95%	99.2%	99.4%	99.7%	99.5%	100.0%	99.9%	100.0%	99.7%	100.0%	100.0%	99.3%	99.6%	97.1%	99.0%	*	99.4%
Tax/Cash Management																	
New status determinations made within 90 days	60%	75.3%	70.0%	66.0%	61.6%	54.8%	48.2%	89.1%	87.0%	78.1%	70.6%	80.4%	80.0%	85.2%	81.3%	85.7%	83.4%
New status determinations made within 180 days	80%	86.5%	84.4%	81.2%	82.4%	90.6%	87.7%	93.0%	92.3%	82.5%	81.1%	91.6%	90.7%	91.2%	91.8%	91.6%	90.8%
Days' worth of deposits in Clearing Account	<= 2 days	1.9	2.4	2.5	2.2	4.5	3.3	1.3	1.3	2.1	2.1	1.2	1.7	1.8	2.0	1.2	1.2
Annual Ratio	<= 1.75	1.52	2.22	0.00	0.00	9.46	6.06	0.10	0.25	1.03	1.06	-0.56	0.15	0.83	1.02	0.17	0.22
GPRA Performance																	
UI Reciprocity Rate	NA	26.7%	32.4%	23.9%	24.6%	20.1%	20.5%	29.0%	31.2%	29.6%	30.0%	42.3%	41.5%	31.4%	33.2%	37.1%	38.0%
BAM Wage Replacement Ratio	NA	45.0%	46.2%	48.0%	50.1%	46.7%	47.2%	46.6%	46.7%	45.8%	45.9%	54.1%	53.5%	47.0%	47.9%	45.7%	46.6%
UI claimants registered with ES (BAM)	NA	83.8%	78.6%	91.6%	86.7%	86.7%	82.1%	56.7%	55.6%	45.0%	50.7%	63.8%	68.3%	75.4%	72.3%	76.0%	66.3%

* Measure is calculated on a yearly basis only

* Data not available

UI QUARTERLY MANAGEMENT REPORT REGION V

Report Period: July 1, 1998 to June 30, 1999

Rundate: 13-Oct-1999

TIER I AND GPRA MEASURES	CRITERION	IL		IN		MI		MN		OH		WI	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness													
1st Pays in 14/21 days (combined)	90%	91.1%	91.7%	87.8%	88.5%	84.3%	84.8%	87.7%	88.4%	90.5%	85.7%	94.7%	94.9%
1st Pays in 14/21 days - intrastate	87%	91.3%	91.9%	88.8%	89.5%	84.9%	85.7%	87.8%	89.0%	91.1%	86.1%	94.8%	95.3%
1st Pays in 14/21 days - interstate	70%	83.7%	85.8%	71.1%	71.1%	62.8%	43.2%	79.9%	76.9%	81.0%	78.1%	91.7%	90.8%
1st Pays in 35 days (combined)	95%	96.9%	97.2%	96.0%	97.0%	96.8%	96.9%	97.8%	98.3%	97.6%	93.8%	97.6%	98.0%
1st Pays in 35 days - intrastate	93%	97.0%	97.3%	96.3%	97.3%	97.2%	97.4%	97.9%	98.4%	97.7%	93.5%	97.5%	98.0%
1st Pays in 35 days - interstate	78%	93.2%	95.0%	88.7%	89.5%	85.5%	77.5%	94.0%	95.4%	94.6%	94.1%	96.3%	96.0%
Nonmonetary Determinations													
Separation Determinations within 21 days	80%	89.7%	89.3%	74.9%	72.6%	56.9%	48.5%	76.6%	75.8%	42.7%	42.0%	90.2%	88.9%
Nonseparation Determinations within 14 days	80%	71.4%	68.8%	68.5%	68.5%	61.8%	59.3%	72.6%	76.6%	48.8%	51.0%	85.5%	85.1%
Nonmonetary Determinations scoring > 80 pts	75%	55.6%	64.5%	71.0%	71.3%	84.9%	81.8%	71.7%	75.6%	68.6%	68.3%	73.6%	70.9%
Lower Authority Appeals													
LA decisions within 30 days	60%	79.6%	72.9%	67.3%	69.2%	80.5%	79.6%	65.7%	73.9%	68.5%	53.8%	85.2%	83.2%
LA decisions within 45 days	80%	94.7%	92.5%	84.2%	84.1%	93.0%	92.5%	90.2%	91.4%	82.0%	64.5%	95.1%	94.2%
LA decisions within 90 days	95%	99.3%	98.9%	97.6%	97.0%	98.4%	97.8%	98.1%	98.0%	93.5%	85.6%	99.0%	98.3%
LA benefit appeals with combined scores > 85%	80%	100.0%	93.1%	100.0%	98.7%	95.0%	95.0%	95.5%	98.8%	85.0%	87.5%	100.0%	96.2%
Higher Authority Appeals													
HA decisions within 45 days	50%	27.5%	24.2%	68.4%	71.3%	47.3%	37.3%	93.8%	95.2%	85.3%	79.9%	42.2%	46.2%
HA decisions within 75 days	80%	88.7%	77.2%	74.2%	80.2%	78.4%	69.6%	98.9%	98.0%	91.3%	87.8%	82.3%	77.9%
HA decisions within 150 days	95%	99.5%	98.6%	83.1%	88.8%	90.3%	84.0%	99.4%	99.2%	97.2%	94.9%	95.6%	92.8%
Tax/Cash Management													
New status determinations made within 90 days	60%	70.2%	72.0%	85.0%	80.6%	78.2%	79.8%	82.0%	80.9%	90.1%	87.6%	71.3%	71.7%
New status determinations made within 180 days	80%	89.9%	90.3%	90.9%	88.1%	88.4%	89.2%	87.9%	87.6%	94.2%	93.3%	85.8%	87.3%
Days' worth of deposits in Clearing Account	<= 2 days	5.5	6.1	1.0	1.1	14.3	7.9	20.4	13.4	0.6	1.5	5.7	6.2
Annual Ratio	<= 1.75	6.62	7.77	0.08	0.13	17.49	9.52	24.76	18.78	0.64	1.78	6.28	7.10
GPRA Performance													
UI Reciprocity Rate	NA	37.8%	39.2%	30.0%	33.9%	37.2%	46.5%	41.6%	47.4%	26.3%	29.8%	48.3%	50.6%
BAM Wage Replacement Ratio	NA	39.8%	40.5%	48.3%	48.0%	45.5%	47.2%	49.7%	49.8%	43.6%	42.8%	49.3%	50.0%
UI claimants registered with ES (BAM)	NA	73.9%	73.5%	69.6%	63.3%	71.9%	62.9%	43.1%	46.5%	64.2%	61.5%	22.5%	20.4%

^ Measure is calculated on a yearly basis only

* Data not available

UI QUARTERLY MANAGEMENT REPORT REGION VI

Report Period: July 1, 1998 to June 30, 1999

Rundate: 13-Oct-1999

TIER I AND GPRA MEASURES	CRITERION	AR		LA		NM		OK		TX	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness											
1st Pays in 14/21 days (combined)	90%	87.7%	88.6%	85.8%	86.6%	90.0%	88.3%	92.2%	93.1%	83.3%	85.6%
1st Pays in 14/21 days - intrastate	87%	87.3%	88.7%	86.3%	87.0%	90.6%	89.0%	93.4%	94.1%	83.3%	85.9%
1st Pays in 14/21 days - interstate	70%	67.0%	70.6%	76.5%	78.7%	76.7%	77.1%	70.7%	73.0%	87.8%	82.7%
1st Pays in 35 days (combined)	95%	95.9%	96.9%	96.2%	96.4%	96.6%	96.4%	97.5%	98.1%	96.8%	97.3%
1st Pays in 35 days - intrastate	93%	95.3%	96.3%	96.4%	96.5%	96.8%	96.6%	97.7%	98.1%	96.8%	97.3%
1st Pays in 35 days - interstate	78%	91.4%	92.5%	92.7%	94.0%	92.8%	93.0%	90.8%	92.2%	97.0%	96.5%
Nonmonetary Determinations											
Separation Determinations within 21 days	80%	56.3%	52.4%	44.4%	47.5%	68.5%	57.8%	87.5%	86.3%	50.9%	56.2%
Nonseparation Determinations within 14 days	80%	62.7%	60.9%	36.4%	37.3%	47.7%	38.1%	88.0%	87.5%	65.6%	71.9%
Nonmonetary Determinations scoring > 80 pts	75%	80.6%	76.3%	62.4%	57.1%	67.0%	61.2%	75.6%	76.1%	67.2%	66.4%
Lower Authority Appeals											
LA decisions within 30 days	60%	98.1%	97.4%	71.7%	70.5%	79.2%	83.4%	97.3%	97.2%	62.3%	50.0%
LA decisions within 45 days	80%	99.6%	99.5%	89.9%	89.1%	89.5%	92.6%	99.5%	99.4%	83.4%	77.9%
LA decisions within 90 days	95%	100.0%	100.0%	98.6%	98.8%	98.4%	98.8%	99.8%	99.8%	95.9%	94.6%
LA benefit appeals with combined scores > 85%	80%	100.0%	97.5%	100.0%	98.8%	80.0%	87.5%	95.0%	90.0%	77.5%	76.6%
Higher Authority Appeals											
HA decisons within 45 days	50%	88.8%	91.0%	91.6%	84.1%	95.4%	91.0%	92.2%	90.0%	81.6%	73.1%
HA decisons within 75 days	80%	97.3%	96.7%	98.8%	98.2%	99.1%	98.8%	98.9%	96.9%	96.0%	91.3%
HA decisons within 150 days	95%	99.4%	99.0%	99.6%	99.8%	100.0%	100.0%	100.0%	99.4%	99.6%	98.5%
Tax/Cash Management											
New status determinations made within 90 days	60%	69.4%	71.0%	81.4%	79.9%	86.7%	85.8%	78.2%	75.0%	83.1%	77.0%
New status determinations made within 180 days	80%	87.3%	85.7%	88.1%	87.9%	92.4%	91.8%	88.5%	87.4%	89.8%	88.2%
Days' worth of deposits in Clearing Account	<= 2 days	1.9	1.8	2.1	2.0	0.9	0.9	0.5	0.7	1.0	1.3
Annual Ratio	<= 1.75	0.66	0.73	1.75	1.73	-0.70	-0.51	0.75	0.92	0.84	1.29
GPRA Performance											
UI Reciprocity Rate	NA	44.1%	42.1%	28.3%	23.1%	22.4%	22.3%	23.8%	20.5%	27.3%	25.6%
BAM Wage Replacement Ratio	NA	51.8%	53.0%	41.2%	41.2%	49.0%	47.1%	50.1%	50.2%	53.3%	54.0%
UI claimants registered with ES (BAM)	NA	51.3%	38.8%	90.0%	84.6%	89.3%	87.2%	97.5%	93.8%	87.2%	85.5%

^ Measure is calculated on a yearly basis only

* Data not available

UI QUARTERLY MANAGEMENT REPORT REGION VII

Report Period: July 1, 1998 to June 30, 1999

Rundate: 13-Oct-1999

TIER I AND GPRA MEASURES	CRITERION	IA		KS		MO		NE	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness									
1st Pays in 14/21 days (combined)	90%	90.0%	92.6%	78.2%	80.3%	89.7%	87.7%	92.6%	95.2%
1st Pays in 14/21 days - intrastate	87%	91.1%	93.7%	78.1%	80.3%	90.1%	87.7%	93.3%	96.1%
1st Pays in 14/21 days - interstate	70%	79.4%	81.3%	75.7%	74.8%	84.1%	83.4%	82.8%	82.1%
1st Pays in 35 days (combined)	95%	96.4%	97.3%	95.5%	95.9%	97.2%	97.7%	99.1%	99.3%
1st Pays in 35 days - intrastate	93%	97.1%	98.0%	95.7%	96.2%	97.2%	97.6%	99.2%	99.4%
1st Pays in 35 days - interstate	78%	91.0%	92.7%	92.6%	93.5%	95.7%	95.9%	97.3%	97.5%
Nonmonetary Determinations									
Separation Determinations within 21 days	80%	69.0%	67.4%	59.0%	59.3%	71.7%	66.3%	66.4%	70.6%
Nonseparation Determinations within 14 days	80%	82.1%	81.2%	55.3%	54.7%	87.6%	87.6%	78.2%	81.3%
Nonmonetary Determinations scoring > 80 pts	75%	82.1%	74.7%	69.3%	60.4%	69.1%	71.7%	64.6%	68.7%
Lower Authority Appeals									
LA decisions within 30 days	60%	87.1%	86.8%	84.7%	89.2%	76.7%	73.1%	99.5%	99.0%
LA decisions within 45 days	80%	94.0%	93.6%	94.8%	97.2%	94.2%	93.6%	99.8%	99.5%
LA decisions within 90 days	95%	98.5%	98.1%	99.5%	99.7%	99.4%	99.4%	99.8%	99.7%
LA benefit appeals with combined scores > 85%	80%	100.0%	98.7%	100.0%	96.3%	90.0%	96.2%	100.0%	100.0%
Higher Authority Appeals									
HA decisions within 45 days	50%	84.1%	79.3%	75.7%	92.4%	59.8%	43.0%	**	**
HA decisions within 75 days	80%	99.6%	98.9%	98.4%	99.6%	94.1%	83.8%	**	**
HA decisions within 150 days	95%	99.8%	99.7%	100.0%	100.0%	99.5%	99.1%	**	**
Tax/Cash Management									
New status determinations made within 90 days	60%	57.5%	67.2%	97.2%	99.1%	68.2%	69.0%	87.6%	84.7%
New status determinations made within 180 days	80%	75.3%	81.3%	99.3%	99.8%	81.8%	82.9%	93.2%	95.8%
Days' worth of deposits in Clearing Account	<= 2 days	2.5	2.4	2.7	2.0	1.2	1.2	1.7	1.9
Annual Ratio	<= 1.75	1.59	1.42	0.66	1.92	-0.22	0.06	1.02	1.49
GPRA Performance									
UI Reciprocity Rate	NA	38.0%	40.6%	28.7%	26.8%	36.2%	41.5%	27.6%	29.7%
BAM Wage Replacement Ratio	NA	49.7%	50.4%	55.8%	52.8%	44.8%	43.2%	44.6%	44.4%
UI claimants registered with ES (BAM)	NA	43.2%	41.1%	69.4%	66.4%	75.8%	69.2%	67.4%	62.5%

^ Measure is calculated on a yearly basis only

* Data not available

** State does not have higher authority appeals.

UI QUARTERLY MANAGEMENT REPORT

REGION VIII

Report Period: July 1, 1998 to June 30, 1999

Rundate: 13-Oct-1999

TIER I AND GPRA MEASURES	CRITERION	CO		MT		ND		SD		UT		WY	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness													
1st Pays in 14/21 days (combined)	90%	91.2%	90.4%	91.4%	91.0%	97.4%	97.8%	92.3%	91.9%	95.8%	95.3%	92.5%	94.1%
1st Pays in 14/21 days - intrastate	87%	91.4%	90.7%	92.0%	91.1%	97.5%	98.3%	92.8%	92.4%	96.2%	95.5%	93.3%	95.2%
1st Pays in 14/21 days - interstate	70%	89.4%	86.2%	73.9%	77.4%	89.7%	88.0%	80.7%	83.6%	92.1%	91.1%	86.0%	83.9%
1st Pays in 35 days (combined)	95%	96.8%	96.8%	97.8%	97.7%	99.2%	99.5%	98.1%	98.2%	99.5%	99.7%	97.7%	98.6%
1st Pays in 35 days - intrastate	93%	96.8%	96.8%	97.7%	97.6%	99.2%	99.6%	98.1%	98.2%	99.6%	99.8%	97.9%	98.8%
1st Pays in 35 days - interstate	78%	96.7%	95.8%	93.5%	93.1%	97.4%	96.8%	96.5%	95.7%	98.6%	99.0%	96.2%	96.6%
Nonmonetary Determinations													
Separation Determinations within 21 days	80%	39.5%	37.9%	68.4%	54.0%	36.7%	38.8%	78.3%	73.5%	85.1%	68.3%	79.3%	82.9%
Nonseparation Determinations within 14 days	80%	59.2%	59.8%	62.9%	59.3%	92.6%	89.6%	66.3%	69.3%	72.6%	59.9%	70.3%	72.9%
Nonmonetary Determinations scoring > 80 pts	75%	48.8%	42.4%	78.5%	73.9%	*	66.1%	76.7%	82.1%	77.5%	77.3%	*	78.2%
Lower Authority Appeals													
LA decisions within 30 days	60%	85.9%	82.0%	75.7%	77.5%	89.3%	90.5%	74.2%	44.7%	79.0%	77.3%	92.3%	91.5%
LA decisions within 45 days	80%	94.7%	93.8%	93.8%	93.9%	97.3%	98.0%	89.4%	80.3%	95.9%	95.6%	98.6%	98.3%
LA decisions within 90 days	95%	99.2%	99.0%	99.3%	99.3%	100.0%	99.9%	98.7%	98.6%	99.3%	99.6%	100.0%	99.9%
LA benefit appeals with combined scores > 85%	80%	100.0%	98.7%	*	93.0%	*	90.0%	90.0%	95.0%	100.0%	96.2%	*	81.7%
Higher Authority Appeals													
HA decisions within 45 days	50%	51.5%	55.2%	45.0%	50.0%	97.5%	97.4%	94.6%	96.7%	87.5%	74.4%	68.1%	71.7%
HA decisions within 75 days	80%	96.8%	92.5%	95.0%	92.4%	100.0%	100.0%	100.0%	100.0%	99.3%	97.2%	97.9%	98.9%
HA decisions within 150 days	95%	99.3%	98.2%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Tax/Cash Management													
New status determinations made within 90 days	60%	95.7%	95.1%	93.5%	88.0%	78.8%	71.8%	74.8%	71.3%	89.6%	87.3%	87.5%	82.4%
New status determinations made within 180 days	80%	97.9%	97.5%	95.9%	93.1%	84.4%	85.2%	84.9%	83.2%	92.7%	91.6%	91.8%	90.7%
Days' worth of deposits in Clearing Account	<= 2 days	1.2	1.3	1.0	1.9	0.9	1.0	1.9	2.1	1.6	1.6	2.3	3.2
Annual Ratio	<= 1.75	1.54	1.57	1.52	1.46	1.28	1.47	1.60	1.92	0.35	0.51	0.13	0.25
GPRA Performance													
UI Reciprocity Rate	NA	21.9%	21.3%	32.5%	32.5%	37.6%	41.6%	20.9%	23.2%	26.6%	27.5%	25.9%	27.1%
BAM Wage Replacement Ratio	NA	50.0%	49.1%	45.1%	42.5%	46.2%	47.6%	44.3%	46.1%	48.2%	47.9%	47.8%	46.9%
UI claimants registered with ES (BAM)	NA	75.6%	73.7%	40.7%	36.9%	100.0%	100.0%	67.5%	64.1%	59.3%	54.8%	96.7%	93.3%

^ Measure is calculated on a yearly basis only

* Data not available

UI QUARTERLY MANAGEMENT REPORT **REGION IX**

Report Period: July 1, 1998 to June 30, 1999

Rundate: 13-Oct-1999

TIER I AND GPRA MEASURES	CRITERION	AZ		CA		HI		NV	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness									
1st Pays in 14/21 days (combined)	90%	96.2%	95.0%	86.3%	86.7%	89.7%	85.1%	92.3%	88.8%
1st Pays in 14/21 days - intrastate	87%	96.8%	96.1%	87.0%	87.5%	91.4%	87.4%	94.1%	91.0%
1st Pays in 14/21 days - interstate	70%	82.5%	79.1%	75.6%	76.5%	80.2%	72.5%	71.3%	67.3%
1st Pays in 35 days (combined)	95%	98.5%	98.2%	96.6%	96.9%	97.9%	97.0%	96.7%	95.7%
1st Pays in 35 days - intrastate	93%	98.7%	98.4%	96.8%	97.0%	98.1%	97.2%	97.6%	96.5%
1st Pays in 35 days - interstate	78%	95.1%	94.5%	93.9%	93.6%	94.7%	94.7%	87.7%	87.5%
Nonmonetary Determinations									
Separation Determinations within 21 days	80%	95.5%	95.3%	88.0%	89.0%	76.6%	73.8%	88.7%	72.4%
Nonseparation Determinations within 14 days	80%	79.5%	82.0%	72.3%	72.9%	78.6%	71.2%	63.8%	47.3%
Nonmonetary Determinations scoring > 80 pts	75%	58.2%	64.4%	26.7%	36.6%	94.1%	81.1%	67.5%	58.3%
Lower Authority Appeals									
LA decisions within 30 days	60%	81.3%	81.7%	69.8%	57.8%	73.1%	70.8%	89.1%	87.1%
LA decisions within 45 days	80%	95.9%	95.9%	87.3%	77.3%	85.9%	87.6%	96.8%	96.4%
LA decisions within 90 days	95%	98.8%	98.9%	95.3%	90.6%	95.9%	97.0%	99.9%	99.7%
LA benefit appeals with combined scores > 85%	80%	100.0%	98.7%	79.5%	81.0%	85.0%	65.4%	100.0%	96.1%
Higher Authority Appeals									
HA decisons within 45 days	50%	92.0%	89.5%	66.2%	39.7%	**	**	78.5%	66.0%
HA decisons within 75 days	80%	99.2%	96.4%	86.4%	59.1%	**	**	97.7%	90.3%
HA decisons within 150 days	95%	99.7%	97.8%	97.9%	91.5%	**	**	100.0%	99.7%
Tax/Cash Management									
New status determinations made within 90 days	60%	57.5%	63.7%	93.4%	91.4%	88.1%	88.0%	88.1%	86.1%
New status determinations made within 180 days	80%	82.0%	84.8%	97.3%	96.6%	91.8%	91.8%	92.1%	91.5%
Days' worth of deposits in Clearing Account	<= 2 days	1.5	1.8	0.8	0.8	1.0	0.9	3.0	3.0
Annual Ratio	<= 1.75	1.14	1.08	0.55	0.62	1.30	1.23	1.70	1.28
GPRA Performance									
UI Reciprocity Rate	NA	22.1%	21.3%	43.4%	39.6%	32.6%	34.1%	44.2%	48.2%
BAM Wage Replacement Ratio	NA	43.4%	44.1%	38.7%	38.5%	52.8%	54.9%	42.8%	46.1%
UI claimants registered with ES (BAM)	NA	77.5%	76.9%	0.0%	4.7%	64.1%	62.6%	17.5%	23.1%

^ Measure is calculated on a yearly basis only

* Data not available

** State does not have higher authority appeals.

UI QUARTERLY MANAGEMENT REPORT

REGION X

Report Period: July 1, 1998 to June 30, 1999

Rundate: 13-Oct-1999

TIER I AND GPRA MEASURES	CRITERION	AK		ID		OR		WA	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness									
1st Pays in 14/21 days (combined)	90%	89.3%	89.4%	96.1%	96.3%	95.0%	94.6%	96.0%	95.8%
1st Pays in 14/21 days - intrastate	87%	91.2%	91.2%	96.0%	96.4%	95.1%	94.8%	96.8%	96.6%
1st Pays in 14/21 days - interstate	70%	85.9%	87.4%	96.8%	86.3%	93.9%	91.6%	78.6%	82.2%
1st Pays in 35 days (combined)	95%	96.9%	97.1%	98.6%	99.0%	98.4%	98.5%	99.0%	99.0%
1st Pays in 35 days - intrastate	93%	97.1%	97.4%	98.4%	99.0%	98.4%	98.5%	99.2%	99.2%
1st Pays in 35 days - interstate	78%	96.4%	96.8%	98.4%	96.0%	97.8%	97.4%	95.3%	95.8%
Nonmonetary Determinations									
Separation Determinations within 21 days	80%	95.2%	96.2%	84.4%	78.8%	86.3%	84.7%	64.2%	66.0%
Nonseparation Determinations within 14 days	80%	88.7%	89.9%	86.4%	87.8%	72.0%	71.3%	83.8%	84.1%
Nonmonetary Determinations scoring > 80 pts	75%	70.6%	67.6%	94.0%	89.3%	76.5%	70.0%	54.9%	52.3%
Lower Authority Appeals									
LA decisions within 30 days	60%	79.0%	71.7%	58.8%	43.1%	83.2%	82.0%	66.6%	62.9%
LA decisions within 45 days	80%	94.7%	91.9%	96.2%	87.0%	93.1%	91.6%	85.3%	83.6%
LA decisions within 90 days	95%	99.9%	99.3%	100.0%	99.1%	98.8%	98.4%	95.8%	95.7%
LA benefit appeals with combined scores > 85%	80%	95.0%	96.3%	90.0%	81.0%	100.0%	95.0%	94.7%	96.1%
Higher Authority Appeals									
HA decisons within 45 days	50%	65.9%	53.4%	63.3%	56.6%	90.0%	90.3%	97.8%	97.9%
HA decisons within 75 days	80%	95.5%	89.1%	73.4%	64.2%	96.3%	95.8%	99.2%	99.4%
HA decisons within 150 days	95%	97.7%	97.7%	84.0%	69.3%	100.0%	99.7%	100.0%	100.0%
Tax/Cash Management									
New status determinations made within 90 days	60%	88.1%	84.2%	93.0%	88.7%	84.0%	84.7%	94.9%	87.3%
New status determinations made within 180 days	80%	92.4%	91.6%	95.3%	92.8%	88.9%	90.3%	96.9%	94.5%
Days' worth of deposits in Clearing Account	<= 2 days	1.9	1.6	2.9	2.9	1.0	1.5	2.2	1.7
Annual Ratio	<= 1.75	0.31	0.22	2.55	2.94	1.38	2.16	1.43	1.30
GPRA Performance									
UI Reciprocity Rate	NA	72.5%	69.9%	38.2%	41.4%	46.0%	44.9%	58.0%	56.6%
BAM Wage Replacement Ratio	NA	31.1%	31.9%	48.7%	49.2%	46.6%	47.9%	49.6%	50.7%
UI claimants registered with ES (BAM)	NA	42.4%	46.0%	53.3%	55.7%	100.0%	99.6%	84.0%	66.4%

^ Measure is calculated on a yearly basis only

* Data not available